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Marc Titel  
Vice Mayor



2/20/87  
Jacqueline Rynerson  
Council Member

Larry Van Nostran  
Council Member

February 5, 1987

Mr. Jack Leister  
Head Librarian, IGS  
University of California, Berkeley  
Institute of Governmental Studies  
109 Moses Hall  
Berkeley, CA 94720

Dear Mr. Leister:

Howard Chambers asked me to send you the attached materials on the Lakewood Shopper Security Program.

The City of Lakewood contracts with the Los Angeles County Sheriff's Department for law enforcement. The security program includes a sheriff deputy provided with a city owned vehicle. The deputy's radio equipment was paid for by the MaceRich Corporation, owner of the shopping center.

We found that the cooperation by the county, city, and private sector provided a security program that is benefiting the entire community.

If you have any questions or need further information, please do not hesitate to call me.

Sincerely,

A handwritten signature in cursive script that reads "Sandi Ruyle".

Sandi Ruyle  
Assistant to the City Administrator

SR:fc

Attachments

Lakewood.

5050 N. Clark Ave., P.O. Box 158, Lakewood, CA 90714 213/866-9771-213/773-2964





COUNCIL AGENDA  
April 24, 1984

TO: HONORABLE MAYOR AND CITY COUNCIL

SUBJECT: SPECIAL ASSIGNMENT OFFICER - LAKEWOOD CENTER MALL

INTRODUCTION

On March 20, 1984 the Public Safety Committee met with the Lakewood Sheriff Station Commander to review crime data analysis and Center crime statistics.

The Commander noted in his report to the Committee that approximately 17.4% of the cases reported to the Sheriff Station arise from the shopping center. He reported that most of these cases are petty theft.

The Commander emphasized that there is not a major crime problem at the Lakewood Center Mall. Criminal activity at a center the size of Lakewood is a reality. He stated the Sheriff's goal was to continue to try to reduce the criminal activity at the Center.

STATEMENT OF FACTS

The Public Safety Committee has reviewed a proposal for assigning a Special Assignment Officer to the Center and conducting a pilot study, for a specific period of time, to determine if the deputy's presence can significantly lower the crime rate at the Center.

The pilot program would include providing a highly visible uniformed deputy in and around the Center. The deputy's functions would include foot patrol of interior of complex, patrolling of parking areas, security inspections of businesses, providing crime information to the Merchant Association and Center security, conducting preventative crime lectures to shop owners, "Business Watch" meetings, addressing burglary, shoplifting, credit card crimes, forgery, etc.

Under normal operation, the deputy would not handle "called for service" that would require lengthy booking process or extensive investigation. These types of situations, once stabilized, would be handled by regular field units.

The deputy would be equipped with hand held radio communication to the Sheriff's Radio Room, Lakewood Desk and Mall Security. The radio equipment, estimated to cost \$5,000, would be provided by the Center.

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SPECIAL ASSIGNMENT OFFICER - LAKEWOOD CENTER MALL

April 24, 1984

Page 2

The Commander predicted that after the initial increase in reported crimes, the presence of the deputy could reduce felonies by 15% and reduce misdemeanors by 20%.

The Committee concensus was this proposed program should be implemented as a pilot study for a six month period. The estimated cost for the deputy for six months is approximately \$28,655.

There is adequate funds in the Sheriff budget to implement the program during the current fiscal year. The Specially Assigned Deputy could report on duty at the Center May 1, 1984.

The Public Safety Committee also discussed crimes taking place in the Center's parking area. The Committee suggested researching the design of a jeep or high standing vehicle outfitted with a hydraulic lift. The lift would provide an elevated viewing platform for the deputy and better surveillance of the parking areas.

STAFF RECOMMENDATION

Staff recommends the City Council:

1. Allocate \$28,655 for a Special Assignment Sheriff Deputy to be assigned to Lakewood Center for a period of six months.
2. Direct staff to monitor the crime rate at the Center to determine if the deputy's presence reduces crime and report their findings to the City Council in six months.
3. Direct staff to research the design of a surveillance vehicle outfitted with a hydraulic lift for elevated viewing of the parking areas at the Center.

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Howard L. Chambers  
City Administrator

TO THE EDITOR OF THE JOURNAL OF THE AMERICAN CHEMICAL SOCIETY  
FROM THE DEPARTMENT OF CHEMISTRY, UNIVERSITY OF CHICAGO

Enclosed for the Journal are two copies of a paper by  
J. H. Goldstein and I. Prigogine, "On the Theory of the  
Nonequilibrium Steady State," which appeared in the  
JOURNAL OF CHEMICAL PHYSICS, Vol. 21, No. 12, pp. 1747-1750, 1953.

The paper is a contribution to the study of the  
thermodynamics of irreversible processes, and is  
published with the understanding that its contents  
do not represent the views of the University of Chicago.

Very truly yours,  
J. H. Goldstein  
I. Prigogine  
J. H. Goldstein, I. Prigogine  
Department of Chemistry, University of Chicago  
Chicago, Illinois 60637

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Department of Chemistry, University of Chicago  
Chicago, Illinois 60637

THE UNIVERSITY OF CHICAGO  
DIVISION OF THE PHYSICAL SCIENCES  
DEPARTMENT OF CHEMISTRY  
CHICAGO, ILL. 60637

TO: Honorable Mayor and City Council

SUBJECT: Extension of Pilot Study - Special Assignment Officer  
Lakewood Center Mall

#### INTRODUCTION

During the past five months a Special Assignment Officer has been assigned to Lakewood Center Mall. Staff was requested to monitor the activities of the deputy and conduct a pilot study to determine if the deputy's presence could significantly lower the crime rate at the Center.

#### STATEMENT OF FACTS

The first five months of the pilot program have shown some positive results. Key goals identified in the beginning of the program such as crime reduction and community relations are being achieved.

The deputy has established a working rapport at the Center with merchants, patrons and the Center security. He has conducted four "business watch" meetings which have been well attended.

The Center's General Manager is pleased with this program and reports that he has received several comments of approval about the deputy from both merchants and the public.

The deputy has made arrests both inside and outside the Center for such crimes as trespassing, petty thefts, burglary, robbery and grand theft auto.

Comparing the number of thefts from businesses and patrons during the five month period the deputy has been at the Center with 1983 statistics show a 56% reduction in thefts against businesses and a 28% reduction in thefts against patrons at the Center.

Based on the approving attitudes of the merchants and patrons, and the reduction in crime that exceeds the proposed goals, it appears that the Special Assignment Deputy program is meeting desired expectations.

#### STAFF RECOMMENDATION

Staff recommends the City Council:

1. Appropriate \$28,655 for a Special Assignment Sheriff Deputy to be assigned to Lakewood Center for an additional six months.





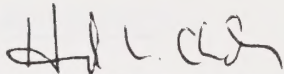
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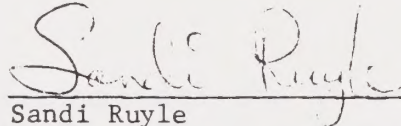
Extension of Pilot Study - Special Assignment Officer  
Lakewood Center Mall  
October 23, 1984  
Page 2

2. Direct staff to continue to monitor the crime rate at the Center to determine if the deputy's presence continues to reduce crime.



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Howard L. Chambers  
City Administrator



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Sandi Ruyle  
Assistant to City Administrator



COUNCIL AGENDA  
July 9, 1985

TO: The Honorable Mayor and City Council  
SUBJECT: Surveillance Vehicle - Lakewood Center Mall

INTRODUCTION

Last October the Public Safety Committee recommended the City Council purchase a 1984 Chevrolet Blazer to be used by a Special Assignment Deputy for a pilot program of crime prevention at Lakewood Center.

The vehicle was equipped with highly visible surveillance equipment for patrol in the Center's parking lots.

STATEMENT OF FACTS

During the year long pilot program the Blazer and surveillance equipment have been effective in deterring criminal activity in the parking lots.

In evaluating the equipment, however, the deputy noted that the existing camera has limited ability to zoom focus and react quickly to changing lights. In June, staff was instructed to research and recommend improvements to the current camera's limitation.

Staff determined the current camera is sensitive to low light conditions, but this ability reduces its effectiveness in a high light contrast or daytime condition. A state of "blooming" or "over-driving" exists in the pickup surfaces of the low light tube causing a reduction of critical surveillance information.

A recently developed 500 line, .03 ft. Candle, solid-state camera, equipped with a 10:1.8 zoom lens will control this limitation. This new equipment will enable the deputy to track and identify any activity very quickly and will enhance the overall system performance.

STAFF RECOMMENDATION

Staff and the Sheriff concur that the present program and equipment has deterred criminal activity at the Center. Staff further recommends upgrading the surveillance equipment to enhance surveillance ability by:

1. Appropriating \$6,000 to Account 010-510-483B.







Surveillance Vehicle

Page 2

July 9, 1985

2. Authorizing the purchase and installation of a 500 line,  
.03 ft. Candle, solid-state camera, a 10:1.8 zoom lens with  
zoom focus control and an A/C converter.

  
\_\_\_\_\_  
William J. O'Neil  
Public Works Director

  
\_\_\_\_\_  
Howard L. Chambers  
City Administrator





## SOUND TO LIGHT PRESENTATIONS

June 10, 1985

City of Lakewood  
Lakewood CA

### PROPOSAL & RECOMMENDATION FOR IMPROVEMENT TO PRESENT SURVEILLANCE SYSTEM

At my Onsite evaluation of the surveillance vehicle I was able to test the present system. Judging from its performance I would say that it is well designed and fabricated. But for night & day surveillance purposes some new technology (solid state cameras) will enhance the overall system performance.

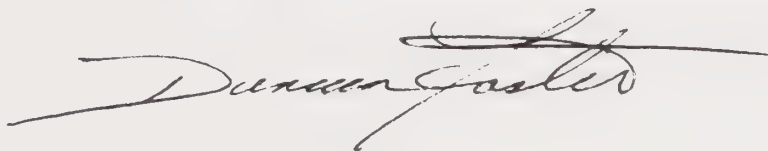
The current camera is very sensitive to low light conditions, but this ability defeats its usefulness in high contrast, daytime conditions. A state of "blooming" or "over-driving" the pick-up surfaces of the low light tube causes lack of detail and loss of critical surveillance information.

Very recently a new solid state low light camera was developed that is not "over-driven" by high contrast light, day or night. This recent development will cure the deficiencies of the present system. The addition of a 10:1.8 zoom lens will enable the officer to track and to better identify a suspect from his vehicle.

I would recommend the equipment listed below. When it is combined with the present system I feel the usefulness of the Surveillance Vehicle will be doubled.

ITEM	DESCRIPTION	PRICE
V100 ZF	Zoom Focus Control	\$ 200.00
J16-160	10:1.8 Zoom Lens	1,700.00
JE2062IR	500 line, .03 ft candle	
	Solid State Camera	1,650.00
JE12PP	A/C Converter	60.00

The above equipment manufactured by Javelin Electronics





COUNTY OF LOS ANGELES  
SHERIFF'S DEPARTMENT

DATE October 23, 1986

OFFICE CORRESPONDENCE

FILE NO.

FROM: STEPHEN O. BATCHELOR, CAPTAIN TO: HOWARD CHAMBERS, ADMINISTRATOR  
COMMANDER, LAKEWOOD STATION CITY OF LAKEWOOD

SUBJECT: UPDATE OF LAKEWOOD CENTER MALL DEPUTY PROGRAM  
1985 TO PRESENT

The Lakewood Center Mall Deputy Program has continued to be a positive community relations effort since its inception. New lecture series to business owners and employees have recently been developed and conducted within the mall area. These lectures have been very well received from those merchants who rely on current and updated information. Deputy Kimble has continued to be very receptive to the needs of patrons and the concerns shared by the Mall Association and business owners. His diligent efforts have drawn businesses, both large and small, closer together as evidenced by his increasing attendance at business watch meetings, lectures and crime prevention programs. Attached is a more comprehensive outline of projects and programs that have been conducted during this period showing the programs effectiveness.



SOB/DR/dar





City: Lakewood, California

Name of Project/Activity: Lakewood Shopper Security Program

FEB 12 1987

Description of Project/Activity:

Lakewood Shopper Security is a two-year-old, city-funded law enforcement program which has resulted in a 35 percent decrease in business burglaries, a 32 percent reduction in vehicle burglaries, and a 27 percent drop in armed robberies at Lakewood's 165-acre regional shopping center.

The city replaced the traditional outside police patrol vehicle with foot patrols inside the mall. The mall deputy also offers security inspections for businesses and provides crime prevention information to merchants, employees, and the center's security staff.

The city also purchased a Chevrolet Blazer -- a vehicle originally designed for off-road use. The Blazer was modified to increase its height even more by installing a new shakel kit and replacing the original tires with an oversize type. The van got its "Star Wars" look when it was outfitted with a solid-state, day-night video camera, zoom lens, and weatherproof housing. The camera, on a hydraulic lift, can extend above the van roof and rotate to view in any direction. Connected to a video monitor mounted to the van's dash, the camera allows for both long- and short-range surveillance.

The result is a relatively inexpensive, highly sophisticated, special-use law enforcement vehicle that can provide surveillance under almost any conditions in the mall parking lots.

Describe Community/Citizen Participation in Planning and/or Initiating the Project/Activity

The delivery of the Shopper Security Program was designed to meet three expectations -- to provide a heightened sense of safety for shoppers, to extend the city's successful crime prevention program into the workplace in Lakewood Center, and to increase the overall ability of security services at the mall to respond to crime situations.

Participation by those most affected by the program has made it a success. The Mall merchants association perceives the city and the Los Angeles County Sheriff's Department as effective partners in law enforcement. Individual store owners and their employees are more confident about observing and preventing crime. They are warmly appreciative of the mall deputy.

Summarize Cost Effectiveness and/or Improvement in Service Delivery:

Crime statistics are the proof of the Lakewood Shopper Security Program. At the end of the first six months of the program's operation, crime statistics at Lakewood Center showed a 56 percent reduction in thefts from businesses and a 28 percent reduction in thefts from individuals.

Service delivery was planned around "off the shelf" equipment and manpower resources to keep costs down. Because Lakewood is a contract city, adding the mall patrol did not mean hiring and training a new deputy. The mall Blazer unit is a standard Chevrolet model with conventional "4x4" modifications. The video system is similar to the type used for building surveillance. It is removable, for eventual resale of the vehicle at the end of its operating life.

Contact Person:

Name: Howard L. Chambers

Title: City Administrator

Address: 5050 Clark Ave. Lakewood 90712

Telephone: 213 - 866-9771







Please describe the nature of the project/activity which forms the basis for this nomination. Be specific, using the space provided.

Lakewood Shopper Security is a two-year-old, city-funded law enforcement program which has significantly reduced serious crime at Lakewood's 165-acre regional shopping center, dramatically heightened the profile of law enforcement in the city's "downtown", and enhanced residents' perception of the city as a safe place in which to shop. According to Claude (Skip) Keyzers, partner in the MaceRich Company which owns Lakewood Center, "The city's security program cut robberies and shoplifting by more than 35 percent and made our merchants much more aware of their role in crime prevention."

The Lakewood law enforcement program consists of three elements: **security education** for merchants, store employees and the mall's own security staff; **expanded patrols** inside and outside the mall; and the **mall Blazer** unit -- given a "Star Wars" look by its high-tech camera system.

In 1984 the Lakewood City Council took a hard look at security at malls in cities around Lakewood. The council came away with the impression that some shopping centers had a reputation for crime. Although Lakewood Center was safer than most, the council determined that a very visible shopper security program would enhance the mall's image. The council chose two strategies for a successful crime reduction program -- one inside the mall and an entirely different one outside.

The city replaced the traditional outside police patrol vehicle with foot patrols inside the mall. The mall deputy makes a regular circuit of the mall, offers security inspections for businesses, and provides crime prevention information to the merchants association and the center's own security staff. The deputy is linked to emergency aid by a portable radio strapped to his belt. In addition, the deputy conducts regular Business Watch meetings for store employees, focusing on burglary, shoplifting, forgery, credit card scams, and employee theft. Arrests in the mall that require lengthy investigations are handled by regular field units, letting the patrol deputy keep moving. The result is a high visible deterrent to crime inside the mall.

The situation in the 120 acres of parking lot surrounding Lakewood Center required a different strategy for outside the mall. With more than one million square feet of parking and landscaping, just seeing a crime in progress was a problem. What was needed was an unconventional patrol vehicle that could rise above the obstacles.

The city purchased a Chevrolet Blazer -- a high-riding truck-type vehicle originally designed for off-road use. The unit was modified to increase its height even more by installing a new shakel kit and replacing the original tires with an oversize type --raising the vehicle nearly a foot. Two-way radio equipment was provided by the Lakewood Center management. The Blazer got its "Star Wars" look when it was outfitted with a solid-state, day-night video camera, zoom lens, and weatherproof housing. The camera, on a hydraulic lift, is capable of extending well above the van roof and rotating to view in any direction. Connected to a video monitor mounted to the van's dash, the camera allows for both long- and short-range surveillance in daylight and at night.

The mall deputy, foot patrol, and video-equipped Blazer have been a success. At the end of the first year of operation, sheriff's department statistics indicated a 35 percent decrease in business burglaries, a 32 percent reduction in vehicle burglaries, and a 27 percent drop in armed robberies. Residents and mall shoppers are enthusiastic about their high-tech patrol vehicle. And, mall merchants are benefitting from the perception that Lakewood Center is a safe place to shop.





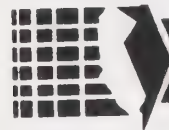
**Why is this project/activity innovative and/or progressive? Be specific, using the space provided.**

Lakewood enhanced the impression of safety which is essential for shopping center patrons by using the the Shopper Security Program to demonstrate successful law enforcement. What is innovative in Lakewood's approach was the integration of planning, program delivery, and public relations.

The city council's two-member Public Safety Committee began their planning with the results of the city's annual 1984 of community opinion, which indicated a concern for mall law enforcement. By mid-1984, the committee, the city's Public Works Department, the Lakewood Sheriff's Station, and a video systems consultant had developed the details of the mall deputy program and video-equipped vehicle.

Service delivery was planned around "off the shelf" equipment and manpower resources to keep costs down. Because Lakewood is a contract city, adding the mall patrol did not mean hiring and training a new deputy. The mall Blazer unit is a standard Chevrolet model with conventional "4x4" modifications. The video system is similar to the type used for building surveillance. It is removable, for eventual resale of the vehicle at the end of its operating life. If the program has been a failure, the hardware component -- at \$18,000 -- would not have marked a major loss to the city. Even the video equipment would have had uses at a city facility.

The program was designed to be visible, both at the mall and in the impressions of residents and shoppers. The city encouraged interest in the unit by the newspapers which cover Lakewood and in the electronic media. Residents were told about the program in detail in the city's own bimonthly newsletter and on city cable television programs. Profiles of the program have continued to appear in the Long Beach Press Telegram, which also published an admiring editorial.



**Describe any community/citizen participation in planning and/or initiating the project/activity. Be specific, using the space provided.**

It was not so much the fact of crime at Lakewood Center that prompted the development of the Mall Shopper Security Program as it was an impression of safety. In fact, Lakewood Center has a much lower overall incidence of major crimes, particularly in comparison with similar regional shopping centers in two neighboring communities.

The management of Lakewood Center, mall merchants and their association, and the city council were sensitized to shoppers' impression of the mall through surveys of consumer preference, including the city's 1984 community opinion poll.

Community impressions paralleled the interests of those who work at the mall. Store operators, in particular, requested more information about credit fraud, employee theft, and shoplifting prevention. The merchants association wanted a higher profile for its own crime prevention activities. The owners of the mall wanted to augment its security program.

The delivery of the Shopper Security Program was designed to meet these expectations -- to provide a heightened sense of safety for shoppers, to extend the city's successful crime prevention program into the workplace in Lakewood Center, and to increase the overall ability of security services at the mall.

Participation by those most affected by the program has made it a success. The mall merchant association perceives the city and the Los Angeles County Sheriff's Department as effective partners in law enforcement. And, the mall's own security team is more sophisticated in its crime prevention activities, reflected in the steady downward trend in serious crimes at the mall.







**Describe any improvement in the delivery of services and/or cost savings.**

Crime statistics are the proof of the Lakewood Shopper Security Program. At the end of the first six months of the program's operation, crime statistics at Lakewood Center showed a 56 percent reduction in thefts from businesses and a 28 percent reduction in thefts from individuals.

Comparisons between Fiscal Years 1982-83 (before the start of the program) and 1984-85 show:

	<u>FY 1982-83</u>	<u>FY 1984-85</u>	<u>% Decrease</u>
[ ] Robbery	36	27	-27%
[ ] Theft	693	649	- 7%
[ ] Bad Checks	393	159	-40%
[ ] Credit Card Fraud	40	11	-73%

Criminal activity has continued to drop, despite a gradual increase in crime overall in the Lakewood area. In the six month period from January to June in 1984 and in 1985, the crime report from Lakewood Center indicates:

	<u>January-June '84</u>	<u>January-June '85</u>	<u>% Decrease</u>
[ ] Business Burglaries	112	73	-35%
[ ] Vehicle Burglaries	81	55	-32%
[ ] Armed Robberies	22	16	-22%

The program has had some unexpected outcomes. Because of Business Watch, the security teams of the major tenants in the mall now cooperate on identifying professional thieves who move from store to store. Recently, an undercover security agent from Montgomery Ward followed a suspected shoplifter from Wards to the May Company where the agent observed the suspect commit a theft. Because the agent had met with May Company security personnel at a Business Watch meeting conducted by the mall deputy, the Wards security agent felt comfortable in maintaining his surveillance, which ultimately resulted in the suspect's arrest.

The mall deputy's Business Watch meetings include information for employee safety, too. At a recent meeting at Bullock's Lakewood, 90 mall employees participated in a workshop on personal safety conducted by the sheriff's Crime Prevention Bureau. Mall shoppers are warmly appreciative of the Shopper Security Program, frequently stopping the mall deputy to thank him for his reassuring presence.

*Remember, only one (1) nomination can be submitted by the city. The nomination must be signed by the mayor and city manager or city clerk in a non-manager city.*

\_\_\_\_\_  
Signature  
Mayor

\_\_\_\_\_  
Signature  
City Manager/City Clerk in Non-Manager City

\_\_\_\_\_  
Date





## Innovations in Public Safety:

# How Five California Cities Are Improving Public Safety Services, Building Safer Communities



*Lakewood's new video-equipped vehicle helps sheriff's deputy keep an eye on crime in Lakewood Center's parking lots.*

### LAKWOOD

## Keeping a Watch on Crime at Shopping Mall

*by Joe O'Neil*

Equipping a sheriff's patrol vehicle with a laser gun might be one way to intimidate criminals. But, while technology has not progressed to a point where laser weapons are available for local law enforcement, officials in Lakewood are finding that giving potential criminals the mistaken impression that Star Wars technology has arrived at the

local shopping center is almost as effective as the real thing.

In 1984, the city council took a hard look at parking lot security at malls in the cities around Lakewood. They came away with the impression that some shopping centers had a reputation for being a site for crime. Although Lakewood's mall was safer than most, the council determined that something more — and very visible — would enhance the mall's reputation as a safe place to

shop. Crime reduction at Lakewood Center became a top priority.

The council's Public Safety Committee, composed of two council members, recommended a program aimed at making crime prevention at the mall visible and pervasive.

The Safety Committee realized two strategies were necessary for a successful crime reduction program at the mall. One strategy would be needed inside the mall, while an entirely different approach was called for in the parking area.

The program the committee developed was implemented by the Los Angeles County Sheriff Department's Lakewood station. The county sheriff's department is under contract with the city to provide all law enforcement services for the community. Lakewood Center security staff members also were included in the program.

The new strategy replaced the traditional outside police patrol vehicle, equipped with an ordinary radio car, with a foot patrol officer inside the mall. The officer patrols the mall, offers security inspections for businesses, and provides crime prevention information to the merchant association and center security staff.

In addition, the officer conducts Business Watch meetings for merchants, focusing on burglary, shoplifting, forgery and credit card crimes.

Arrests in the mall that require lengthy investigations are handled by regular field units, allowing the patrol officer to keep moving. The result is a high visibility deterrent to crime.

The Safety Committee saw the situation in the 120 acres of parking lot surrounding the center as a special problem.





Built in 1951, Lakewood Center was expanded in 1977 and again in 1982. Situated on a total of 165 acres, the center has over one million square feet of parking and landscaping. Providing effective observation to cover the mall's exterior was extremely difficult.

To overcome the visibility problem, the Safety Committee asked the Public Works Department to come up with a surveillance vehicle that could "rise above" the obstacles.

The Public Works staff began the task of purchasing a high-riding vehicle by contacting specialty car makers and car modifiers. After reviewing what could be customized and what was available, the Public Works staff recommended acquisition of a high-riding, truck-type vehicle originally designed for "off-road" use.

The vehicle was modified to increase the height of the vehicle by installing a new shakel kit and replacing the original tires with an oversize type. The additions raised the vehicle nearly a foot. Two-way radio equipment for the vehicle was provided by Lakewood Center.

The unit got its "Star Wars" look when it was outfitted on top with a video camera, mounted in a weatherproof housing. The camera, complete with hydraulic lift, is capable of rotating to view in any direction, and it's high enough to see over almost any obstacle.

The camera is connected to a television monitor installed inside the unit. The monitor allows for surveillance and identification from both long- and short-range without leaving the vehicle.

In its housing, the camera looks unusual and ominous. Some visitors to the center are certain the new equipment must be a laser gun.

The mall deputy and video monitoring program have been a success. At the end of the first six months, sheriff department statistics indicated a 56 percent reduction in thefts against businesses and a 28 percent reduction in thefts against patrons.

Sheriff's personnel, center security, and city staff feel the high visibility provided by the camera-equipped unit and foot patrol are responsible for the dramatic change. And, merchants and patrons feel safer in and around the center, especially at night.

The video system underwent a recent modification to install a newly devel-



*Deputy Guerra spends about half his day in Lakewood's new, specially-equipped vehicle.*

oped camera and monitor in the vehicle. The new equipment greatly enhances the deputy's ability to identify suspects during conditions of bright sunlight and darkness.

Also, the city and Lakewood Center participated in a joint project to remove shrubbery from the public right-of-way around the center property. The overgrown landscaping was damaging public and private improvements and obstruct-

ing visibility, making criminal activity easier.

While the "laser gun" is not really a gun, the video equipped unit clearly intimidates potential criminals.

As Sheriff Deputy Art Guerra, who mans the video unit, says, "When potential mugging or car burglary situations are developing, I want the suspects to be intimidated."

## **RANCHO CUCAMONGA**

# **Employees Keep Watch for Community Safety Problems**

Building a safe community in Rancho Cucamonga involves more than catching criminals. While reducing crime is a very important function of the city's public safety efforts, the more routine problems, such as broken traffic signals or roadside debris, need attention as well. The city's Employee Community Watch Program is aimed at identifying and solving these seemingly minor incidents.

The idea for the program came from a city employee working in the field and

the concept is simple: Many employees conduct city business from radio-dispatched vehicles. While in the field, these building inspectors, public works inspectors, and other staff members have the opportunity to observe problems in the areas they serve — problems which otherwise might go unnoticed or unreported. The program gives employees a formal way to report problems as they are observed so the city can act quickly to make the necessary repairs or send out

*(continued on next page)*

*(Joe O'Neil is Director of Public Works for the City of Lakewood.)*





paper's parent company. The employee asked an editor.

Given the effort that was made to write and present the abortion series evenhandedly and objectively, the feeling that it was a pro-life effort puzzled.

Although the Press-Telegram has covered the abortion controversy for years, it has done so essentially in response to breaking events — efforts by pro-choice activists to protect the constitutional right to abortion against erosion, the bombing of abortion clinics, rallies called by anti-abortionists to bring pressure to bear on public officials. But by way of the series the newspaper stepped back to look at abortion without filtering it through the pressures of deadline reporting and writing. Thus abortion emerged not just as

cities would die or would suffer serious medical consequences. As long as that is true, society can do more than argue about whether or not the procedure should be sanctioned.

There is much to be said for lessening the dependence on abortion as a birth control measure. Certainly, research efforts to develop better and safer contraceptives — including birth control drugs for men — hold promise. So do efforts by groups like Planned Parenthood to encourage the use of existing contraceptives. Finally, since teen pregnancies are a significant phenomenon, more can be done to teach teen-agers, first, that sex is more than a recreational sport, and then that contraception, from any viewpoint, is preferable to abortion.

## Service for shoppers

### Lakewood makes its mall customers feel safe.

The Lakewood City Blazer patrol could be a model for other cities with large shopping centers where the theft of cars and of packages left in cars represents a major problem.

Lakewood installed a closed-circuit television camera atop a Chevy Blazer vehicle to help a sheriff's deputy patrol the Lakewood Center Mall parking lot.

Shopping center parking lots have had a reputation as inviting to thieves who take packages from

cars, locked or unlocked, and sometimes take the cars, too.

The special patrol must make the thieves nervous. They may be more nervous — and shoppers more secure — now that the city has decided to improve the camera atop the Blazer by adding a zoom focus control.

Competing centers might be wise to adopt similar systems or, if they have them in place, to call public attention to them. Improved sales recorded by stores located where shoppers feel their automobiles are safe could be a strong incentive to improved security at malls generally.

Starting at about 4 a.m. the drivers are preparing their coaches. Let's check our horns. At least one hour of this. Now comes the vacuum cleaner truck to sweep the lot. Back and forth over the same strip. At 11 a.m., the sweeper is still sweeping the same spot.

4 p.m. The intersection of 14th Street and Cherry Avenue is flooded. Lady with walker must venture into Cherry Avenue traffic to cross the street. The source of the flooding is Long Beach Public Transit's bus-washing operation.

Is this the City of the Future?

I certainly hope not

Charles T. Stockton  
Long Beach

### Live Aid

Seeing the Live Aid concert, which was telecast all over the world July 13, I was amazed and excited to observe how performers from many nations came together as one to aid fellow human beings.

It was one of the most memorable concerts in history for one of the most important issues in today's society.

Elaine Hunt  
Long Beach

### Needed: positive input

In response to letters to the editor concerning the Price Club, I would like to set the record straight. I believe the City Council is trying to work for the benefit of everyone using city services, including the Willow Ridge residents.

To provide these services takes money. Approximately 55 percent of the city's income comes from sales tax. It is estimated that the Price Club would gross \$100 million annually. This would generate \$650,000 from sales tax to our city. The Price Club would also provide citizens a place to shop at discount prices. And it would attract other retail business that would generate sales tax.

Not all the Willow Ridge residents are opposed to the Price Club. I suspect

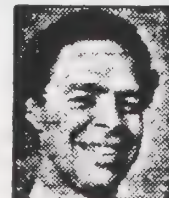
# U.S. looks to the private sec

By Noel Gould

On the same day recently, the Los Angeles Times printed a "Will Peter Ueberroth run for the Senate?" story and CBS radio voiced the query all afternoon. At dinner, my wife asked me why he would want the headaches.

As interesting a question — even after Ueberroth said he wouldn't run — is why America is fascinated with the topic. Putting aside Ueberroth's Olympian achievements, the speculation on his future reflects America's current

the public sector's decade-long decline in prestige. On Aug. 8, 1984, the world was busy celebrating the XXIIIrd Olympiad in Los Angeles. On Aug. 8 a decade earlier, it had watched soberly as Richard Nixon resigned the presidency. The fall of South Vietnam, slumpflation, the Iran hostage crisis and the worst recession since World War II soon followed as encores in apparent federal mismanagement. California's Medfly and the Big Apple's near bankruptcy provided state and local examples of the same.



### The reader's notebook

most public organizations:

- Well-defined objectives. Producing and promoting a consumer product is much different than the development of national policy consensus on polycentric issues like tax reform.





## HIND SITE



## Malls Thrive on Golden Touch

By EVELYN De WOLFE

The man known by the venerable title of "father of California shopping malls," looks more like a retired athlete than a legendary giant of commercial real estate.

Tall, tanned and broad-shouldered, Joseph K. Eichenbaum has also been blessed with a "Midas touch."

This youthful senior continues to reap the golden harvest from yesterday's bean fields. But when Eichenbaum is asked how many bean fields he has turned into successful multimillion-dollar shopping malls and other ventures in the past decades, he grins. "I've simply lost count."

He founded the enormously successful "pilot" Lakewood Shopping Center, California's first regional shopping mall, patronized by a consumer population in excess of half a million a month.

The Lakewood shopping mall was built in 1950 as part of the Weingart/Boyar masterplan for the community of Lakewood and was the first real testing ground for Eichenbaum—an Eastern retailer-turned-developer—who at 23 already owned a retail business.

Eichenbaum also brought into being the equally thriving Eastland Shopping Center in West Covina, the Desert Inn Fashion Plaza in Palm Springs

(which he envisioned as a mall that would be like "taking a stroll down 5th Avenue in New York City"), and Fallbrook Square in Canoga Park.

The "shopping center wizard" went on to experiment with theaters-in-the-round (notably the Carousel Theater in West Covina that featured the likes of Liberace and Dorothy Kirsten) and developed the phenomenally successful formula for Restaurant Row in West Covina.

Commenting on what he might have done differently today, Eichenbaum said he should have put in air conditioning at the Lakewood shopping center and didn't. A later developer had to spend several million dollars to accomplish this.

Another costly mistake was the initial "poor design" of Fallbrook Square. "We failed to realize that anchor tenants must never be located too far apart; it interferes with the smooth flow and integration of smaller tenants."

Eichenbaum's energies currently focus on new neighborhood convenience centers and in "doing things for others."

"I may not have scored business bull's eyes 100% of the time," he remarked, "but I have been able to make friends—and keep them . . . and that's the greatest wealth there is."

## Lakewood Mall zooms in on crime

### New camera OK'd for sheriff's patrol

By Richard Howland  
Staff writer

The high-tech Chevy Blazer in which a sheriff's deputy patrols Lakewood Center Mall will get a new solid-state, closed-circuit television camera, with zoom focus control, the City Council has decided.

The council also instructed the city staff to study the possible usefulness of adding a video cassette recorder to the Blazer, to film suspected criminal activities as evidence for detective work and court proceedings.

During a year-long pilot program, city officials concluded that the souped-up Blazer has been effective in deterring crime, particularly in the shopping center's sprawling parking lots.

The vehicle is equipped with a roof-mounted camera that can be raised 15 feet into the air. So the driver, who watches a monitor in the cabin hooked into a cigarette lighter for power, can see over parked cars and spot suspicious activities.

But Deputy Art Guerra, who drives the high-suspension vehicle under a special contract with Lakewood, reported that the current camera has a weak zoom focus and that it reacts slowly to changing light intensities.

"(The city) staff determined the current camera is sensitive to low light conditions (at night), but this ability reduces its effectiveness in a high light contrast or daytime condition," wrote Joe O'Neil, public works director, in a

CONTINUED/C6

## Lakewood adds zoom to patrol

FROM/C1

report to the council.

"A state of 'blooming' or 'over-driving' exists in the pickup surfaces of the low-light tube, causing a reduction in critical surveillance information."

O'Neil said a recently developed solid-state camera "will control this limitation" and will "enable the deputy to track and identify any activity very quickly."

Duncan Foster, a video-equipment consultant, told the council: "The advantage of the solid-state camera is that there will be no streaking of moving headlights (at night), and there will be more detail in people's faces (at day). With the current equipment, you couldn't recognize anyone."

The council last week appropriated \$6,000 to buy the new camera, manufactured by Javelin Electronics.

Councilman Paul Zeltner noted that the deputy spends much of his time walking through the interior of the mall and conducting

anti-crime seminars with merchants, so the Blazer often is left parked outside unattended.

"Can we hook up a 360-degree panning camera to a VCR while the deputy isn't in the vehicle?" Zeltner asked. "Then he can come back and look at the VCR to see what's been going on while he was gone."

Foster said a 360-degree panning ability would cost about \$4,000, plus the expense of additional battery power to keep the camera moving while the engine is off.

"With a wide-angle pan, you'd be very lucky to identify any suspect seen standing next to a car that's later stolen," Foster said. "Without zooming in, suspect information would be very weak."

Councilman Marc Titel noted that burglars may be leery of a camera that is constantly scanning the parking lot, while a deputy is not in the vehicle, even if the camera didn't record anything of value in prosecuting a suspect.

"Part of the application of the vehicle is to keep people ne

## Lakewood building permit fees raised for first time

By Richard Howland  
Staff writer

City fees for building permits and plan checks in Lakewood are due to be increased in order to overcome a deficit in the Building Department budget.

The existing fee schedule was adopted in 1975. Since 1980, the Building Department has not recovered from fees as much as it has spent while processing paperwork associated with new construction.

Charles Ebner, director of community development, told the City Council last week that the

Building Department's expenses exceeded its revenue by \$64,000 in 1983-84 and by about \$55,000 in 1984-85.

A two-member council committee, which reviewed the fees, concluded that fees for commercial and major residential projects could be higher, but the committee said small residential projects should not be overcharged for permits compared to the actual cost of the project.

For example, the installation of a new dishwasher now requires a building permit costing \$6.25. Under the proposed new fee schedule, the same permit would

cost \$9, which the committee decided was a reasonable increase.

"The fee increase is expected to equalize the revenues and costs of building and safety inspections," Ebner said.

Based on the committee's recommendations, the full council last week introduced a resolution increasing the fees. The council also set a public hearing for June 23 prior to final adoption of the following increases:

• Building permits for residential construction work valued at more than \$2,000 will be raised to the current fee schedule set by Los Angeles County. These fe





# LOCAL NEWS

## Spy truck deters crime at Lakewood Mall

By Mark Vaughn  
Staff Writer

The Lakewood City Council voted to fund additional equipment for the Lakewood Mall surveillance vehicle July 9 at its bi-monthly meeting.

The vehicle, which the City of Lakewood bought last year and the Sheriff's department operates on a contract basis, is a 1984 four-wheel-drive Chevy Blazer with large tires that provides an excellent view of the normal-sized cars in the parking lots surrounding the mall.

Deputy Art Guerra, who patrols the mall on a full-time basis, said the Blazer was "a great help" in deterring criminals.

"We used to have quite a problem with car thefts and burglaries in the parking lots," Guerra said. "This vehicle gives us a high visibility that scares a lot of criminals away."

The Blazer is presently equipped with a large camera mounted on the roof, which Guerra says gives him a "psychological advantage" over would-be criminals.

"They see the camera and they know they're being watched," Guerra said.

The council's vote last night was to approve a newer, better and more expensive camera for the vehicle. The one currently being used will go for other surveillance duties in the city, according to Sandy Ruyles, assistant to the city administrator.

The council approved "upgraded, state-of-the-art surveillance equip-

ment," Ruyles said. Ruyles says the new unit reacts faster to changes in light and can zoom more efficiently than the old camera.

There are a few drawbacks to the big Blazer, though.

"You can't sneak up on anybody," Guerra said. "As soon as I start to close in on people and make it known that I am there, they will usually stop what they are doing or leave. It scares them away."

Crime-prevention statistics from the Lakewood Sheriff's Station show the four-wheeler is an effective deterrent. Compared with the year before the Blazer was in operation, there has been a 56 percent reduction in thefts against businesses and a 28 percent reduction in thefts against mall patrons.

In addition to the new camera, Lakewood has received new Motorola communications equipment for the truck that Guerra said was much needed. His current radio allows him only to communicate with the Sheriff's dispatcher at the Lakewood substation, not with other Sheriff's units or with mall security.

"Right now, if I want to talk to security in the mall, I've got to radio the dispatcher, have him call the mall on regular telephone lines, then have them get in touch with me," Guerra said.

The new equipment, which will soon be installed, lets Guerra talk to the dispatcher, to other sher-

iff's units, and to mall security. The quicker communication is something Guerra is looking forward to.

"When you're holding a number of individuals, waiting for a back-up unit to arrive, a minute is an awfully long time," he said.

Bob Carter, head of security for the Lakewood Center Mall, thinks the Blazer is a great idea.

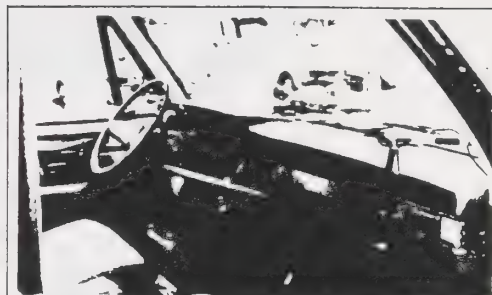
"It's a real plus having it here," he says. "It's a deterrent. Just being in the area prevents a lot of crimes. It has really paid for itself."

According to figures provided by the city, the Blazer itself cost \$16,794. The first camera was \$1,120, and the new camera costs \$3,350. But Guerra thinks it has been well worth the investment.

"Security at the mall

would not work nearly as well without this vehicle," he said.

There are still one or two items Guerra says he needs for the operation: a fire extinguisher for car fires in the lots and an outside speaker to communicate with drivers and pedestrians around the mall.



## Lakewood revises business-tax scheme

For the first time in 10 years, the City of Lakewood is revising its building-tax schedules to keep more in line with building inspection fees.

Michael Stover, assistant city administrator, said the new schedule, which will be open to public comment at the next council meeting, July 23, taxes smaller in-home projects much less than major commercial structures.

All builders must have their improvements inspected by the county building inspector, Stover said, and that includes everything from a supermarket to a new bathtub. The inspections are more for the sake of safety than as a revenue source for the city, he said.

Last year the city actually had \$55,000 more in bills from county inspectors than it took in in taxes from builders.

"We paid it anyway," Stover said. "The planning staff wants to make sure people have their buildings inspected. Our overriding interest is public safety."

The building tax schedules have not been in line with costs of inspection since 1969, Stover said.

Stover said that the new schedule would be a little harder on larger builders. He added though, that the new rates should bring Lakewood's schedules more in line with other cities of similar size.

"We've traditionally had lower rates than other cities," said Stover.

PARAMOUNT  
NEWS  
TRIBUNE  
7/14





# Lakewood mall patrol cuts crime

By Richard Howland  
Staff Writer

**P**eople constantly throw incredulous stares at Sheriff's Deputy Art Guerra as he patrols Lakewood Center Mall in a souped-up Chevy Blazer with a high suspension and a distinctive video camera mounted on top.

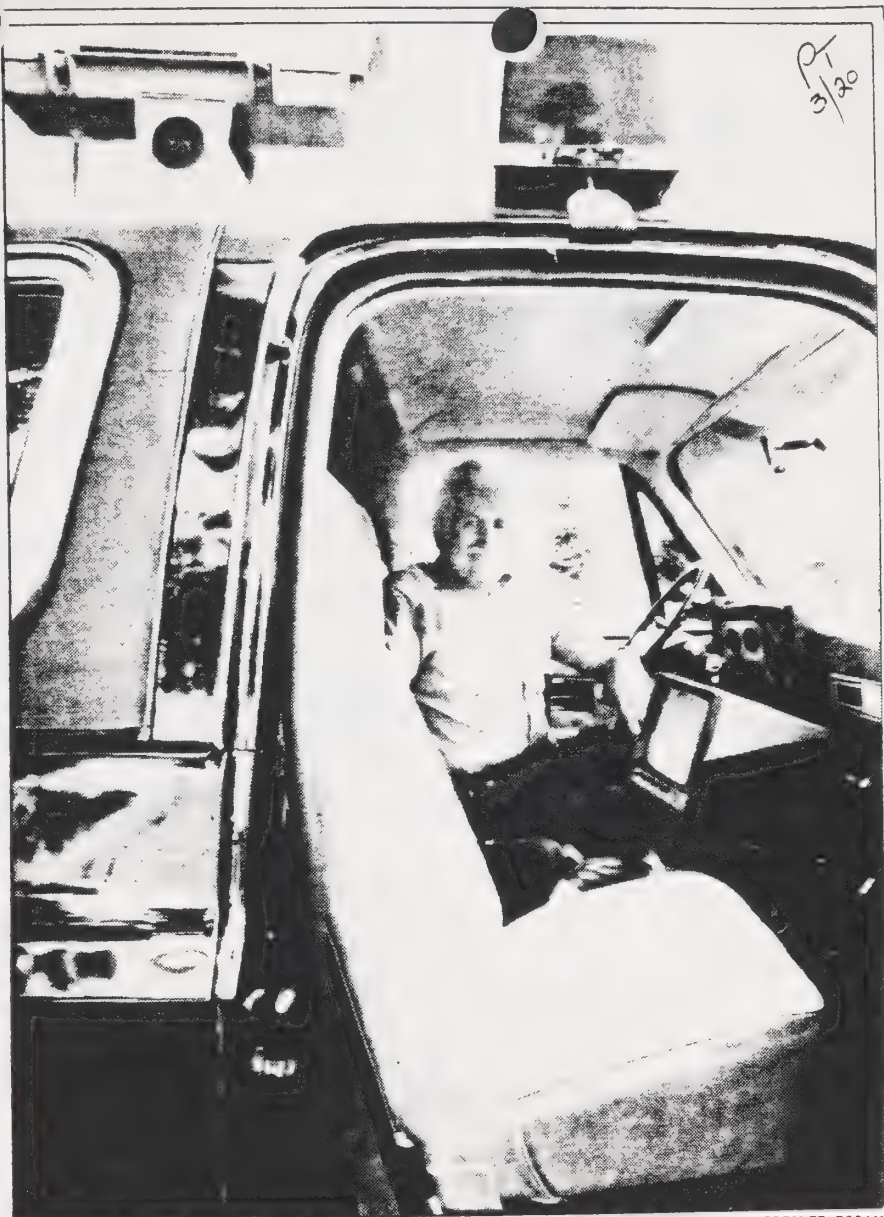
Many people ask if the camera is a radar device for catching speeders. Guerra is happy to explain its real function: The Blazer's high suspension and 15-foot-tall video camera allow the driver to see over parked cars better than from a regular patrol car.

This unique law-enforcement vehicle has just about every piece of modern equipment imaginable — except, perhaps, a wheelchair lift for the white-haired, 49-year-old Guerra.

When Capt. Steve Batchelor, commander of the Lakewood sheriff's station, recently introduced Guerra to the City Council, Batchelor joked: "As we walked over here, one of the guys said this is my chance to ask the council to install a wheelchair lift on the Blazer. Deputy Guerra isn't exactly a young novice."

The good-natured Guerra didn't protest his depiction as a veteran lawman whose 20 years in the business have taken a toll. Later, he even confessed that he had ripped his pants the first time he climbed into the towering Blazer.

He is a big, gregarious man with a calm manner and extraordinary courtesy, eager to open



KENT HENDERSON/PRESS-TELEGRAM

DEPUTY Art Guerra, seated in his video camera-equipped Chevy Blazer patrol unit

CONTINUED/C14

## Lakewood Mall crime cut by deputy in video-equipped patrol car

FROM/C1

doors for people and quick to put his hand on someone's shoulder as a friendly gesture.

The softspoken Guerra is ideally suited for the mall patrol — a job that requires a strong affinity for public relations as well as for conventional police work. As Guerra walked through the mall recently on a typical afternoon, employees and shoppers greeted him with a familiar, "Hi, Art."

Occasionally, the bilingual Guerra exchanged small talk in Spanish.

Guerra works under a special contract between the Los Angeles County Sheriff's Department and the City of Lakewood. The city purchased the four-wheel-drive Blazer last fall for about \$14,000, exclusively to patrol the mall.

Since the mall began, there has been a 66 percent reduction in thefts against businesses at the

mall and a 28 percent drop in thefts against shoppers, according to the Sheriff's Department.

Guerra recently replaced Deputy Denis Parrah as the driver of the Blazer, when Parrah became a detective.

When Guerra wants to use the video camera, he plugs the television monitor into the Blazer's cigarette lighter for power. At night, the camera's noon lens allows him to peer into dark corners with greater clarity than unassisted night, according to Guerra.

But he said the camera's greatest value is its deterrent factor. Criminals are intimidated by the Blazer.

"The other day I noticed a vehicle park, and three guys in it just looked suspicious to me," Guerra recalled. "They noticed me, and saw this big rig with the camera. They must have thought: 'It's The Man.' They just left without even going into the mall."

It's better to nip something like that in the bud (before a crime is committed)."

Another time, Guerra saw mall security guards chasing a suspected thief.

"I followed him to some vines at the west end of the mall," Guerra related. "When he saw my big rig, the fight went out of him. He put up a bit of a struggle, but not much of one."

Guerra said he likes his mall assignment because it gives him a chance to become acquainted with the people he serves, more than duty in a standard patrol car allows.

"In a patrol car, all you get is 30 minutes to take a report from a victim before you're sent off on the next call across town," he explained. "It would be nice if all police work could be like this mall patrol."

On a recent Thursday afternoon, Guerra visited the security

managers of large department stores in an effort to schedule a "Business Watch" meeting, patterned after the successful anti-crime Neighborhood Watch program for residents.

At the Business Watch meeting, Guerra will show a film dealing with employee thefts — which is more of a problem than shoplifting, according to Guerra.

"When I first came here, the security people at the different stores didn't know each other," he said. "They could bump into each other and not know that they were in the same line of work. I set up a meeting, and they realized they have the same problems, often with the same suspects."

"Now, when a thief is chased out of one store, the security people there will contact the other stores. There is greater cooperation."

Norman Gonzales, security manager for J.C. Penney, said

Guerra "works his butt off."

As Guerra patrols the mall, one nuisance he faces is the proliferation of fast-food stores. He makes a valiant effort to avoid the Orange Julius outlet, because he loves the store's thick drinks.

"If I even breathe wrong, I put on weight," the hefty Guerra explained.

In an effort to fight fat as well as keep fit for fighting crime, Guerra jogs with one of the mall management staff — a man about 20 years younger than Guerra.

A deputy at the Lakewood station since 1979, Guerra previously had worked at the Vernalis Police Department for one year and the Sheriff's Department in East Los Angeles after Vernalis.

He describes Lakewood as a much more peaceful community than East Los Angeles. But when he worked in East L.A., he didn't worry so much about gaining weight.





YEARLY WORK OUTLINE COMPLETED AT LAKEWOOD CENTER MALL 1985 thru 1986

A. COMMUNITY RELATIONS PROJECTS

1. BOOTH DISPLAY PROVIDING LITERATURE CONCERNING "SEAT BELT" SAFETY REGULATIONS REQUESTED BY THE SOUTHERN CALIFORNIA ASSOCIATION FOR THE TEACHING OF THE YOUNG CHILD.
2. BOOTH DISPLAY PROVIDING LITERATURE CONCERNING "DRUGS AND ALCOHOL" REQUESTED DURING THE DRUG AND ALCOHOL AWARENESS FAIR IN THE MALL.
3. DISPLAYED "BLAZER" TO THE LOCAL SCHOOLS AND DURING THE CITY OF LAKEWOOD, "PAN AMERICAN FESTIVAL".
4. INTERVIEWED BY THE LONG BEACH PRESS TELEGRAM CONCERNING THE DEPUTY MALL PROGRAM.
5. INTERVIEWED BY LAKEWOOD CABLE T.V. CONCERNING THE DEPUTY MALL PROGRAM AND THE "BLAZER'S" EFFECTIVENESS.
6. CONDUCTED NATIONAL "KID PRINT", THE TWO DAY EVENT TOTALED: 1128 CHILDREN FINGERPRINTED.

B. BUSINESS WATCH PROGRAMS

1. CONDUCTED THEFT PREVENTION SEMINARS EXAMPLE: SHOPLIFTERS AND EMPLOYEE THEFTS.
2. CONDUCTED INDIVIDUAL, BUSINESS WATCH, MEETINGS FOR LARGER STORES.
3. ATTENDED MERCHANTS ASSOCIATION MEETINGS.
4. ASSISTED MALL MERCHANTS AND LAKEWOOD STATION PERSONNEL WITH MISDEMEANOR AND FELONY ARRESTS.

C. CRIME WATCH

1. IMPLEMENTATION OF PIN MAPS AND MALL STATS
2. GRAPHS DEPICTING CRIME PATTERNS OF GRAND THEFT AUTOS FROM THE MALL PARKING LOTS.
3. IMPLEMENTATION OF DIRECTED PATROL FOR LAKEWOOD MALL SECURITY.
4. CONTINUED GROUP MEETINGS OF VARIOUS DEPARTMENT STORE SECURITIES AND LAKEWOOD CENTER MALL SECURITY.
5. INVESTIGATED PUBLIC NUISANCE COMPLAINTS BY SURROUNDING RESIDENCES.
6. DRAFTED LETTERS TO CORPORATIONS, UPON REQUEST, OF EITHER CITIZEN OR VIOLATION OF LAWS AS A RESULT OF THEIR BUSINESS' IN THE MALL.





D. PATROL AND TRAFFIC ENFORCEMENT

1. CONDUCTED SIX SEPERATE INTERNAL INVESTIGATIONS OF EMPLOYEES  
RE: VIOLATIONS OF LAW. RESULTS: 6 EMPLOYEES WERE TERMINATED,  
OF THOSE TERMINATED, 5 WERE ARRESTED FOR VARIOUS CHARGES.
2. OBSERVATION ARRESTS HAVE INCLUDED PENAL CODE VIOLATIONS SUCH AS:  
PUBLIC DRUNKENESS, GRAND THEFT PROPERTY, AUTO THEFT, ROBBERY-  
(STRONGARMED), BURGLARY-(SHOPLIFT), PETTY THEFT-(BICYCLES),  
HEALTH AND SAFETY CODE VIOLATIONS-(UNDER THE INFLUENCE OF AN  
OPIATE).
3. TRAFFIC REGULATIONS  
PARKING CITES ISSUED - OVER 325  
HAZARDOUS CITES ISSUED - OVER 20

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